



**“A Discussion on Performance”**

**The**

**Idaho Division of Vocational Rehabilitation**

**For Federal Fiscal Year 2001**

**State Board of Education**

**January 2002**

**Barry J. Thompson**

**Administrator**

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# **IDVR ADMINISTRATOR'S REPORT TO THE STATE BOARD OF EDUCATION 2001 FFY**

It was with some anxiety that I waited for the report that reflected the achievements of our Division for Federal Fiscal Year 2001. Fiscal Year 2001 represented a year in the 81-year-old life of IDVR that truly embraced change – change at a level not before experienced. I knew it was a year in which we asked much of our staff. We asked for the contribution of significant blocks of time to assist Central Office in its efforts to establish infrastructure for IT applications related to casework and business applications.

That anxiety quickly disappeared as I read the report that told me we continued to surpass Division records as related to services for people with disabilities who wanted to work. I have isolated a few indicators that speak to a Division that takes its charge very seriously, one that moves ahead because of its adherence to an aggressive Strategic Plan, and most importantly, an organization that is propelled by a most remarkable collection of competent professionals, dedicated to the admirable work we all pursue.

So then, let me share some of the achievements of which we are most proud. The Division:

- Served 11,524 potential workers, which represents a 6% increase over last year.
- Soared to 1,808 successful employment outcomes, which reflects a 12% increase over last year.
- 9,608 of the people we served have significant disabilities.
- 1,631 of our successful employment outcomes had significant disabilities to employment.
- Continued our strategic plan emphasis on services to adult offenders. A 14% increase in people served over last year, and a 21% increase in placing offenders in employment.
- Recorded a 9% increase in students served and a 27% increase in students placed in employment in our school-work program.

Additionally,

- Wrote a successful grant application to the Social Security Administration to set in place a program to educate Social Security recipients of the benefits of employment. The funds were made available through the federal 'Ticket to Work' legislation. In Idaho, this effort became reality through the efforts of Vocational Rehabilitation, the Department of Labor, and the Office of the Governor.

- Significant discussion occurred with the Department of Correction and the Department of Juvenile Corrections. This cooperation has led to an increase in Vocational Rehabilitation's statewide capacity to work with persons with disabilities exiting these correctional systems. Vocational Rehabilitation efforts concentrate on the vocational aspects of the disabilities present with the goal of either returning inmates to work or to placing them in employment situations for the first time.
- Designed and implemented a new Caseload Management System and a new Management Information System. These systems represent the Division's utilization of technology in the workplace to embrace the notion of increased efficiencies leading to less government overhead and increased services to individuals.
- Refined the Vocational Rehabilitation/Boise State University Cooperative Program in rehabilitation on the BSU Canyon County campus. Vocational Rehabilitation participated financially in the establishment and continued support of the program, with BSU contributing teaching personnel. The program is geared to migrant/seasonal farm workers to provide them with the necessary skills to be able to locate and maintain employment. Vocational ESL (English as a Second Language), computer technology, basic mathematics and job readiness training are some of the courses being delivered in this creative and successful educational offering.
- Expanded vocational rehabilitation services for adult offenders with disabilities in the Idaho Falls area and school work services for students with disabilities in the city of Pocatello. Vocational Rehabilitation counselors and support staff were funded by the Legislature and are now in place serving these populations.
- Continued a very successful collaboration with the Department of Health and Welfare to provide vocational rehabilitation services to citizens with severe and persistent mental illness. A sharing of clients and fiscal resources allows these two organizations to provide a more holistic approach to addressing the needs of people with mental illness. At one time, vocational rehabilitation was not considered to be a realistic option for people with this disability. Recently, however, it has been accepted that employment is a significant part of a person's life and that people with mental illness, with certain supports, can function well in the world of work.
- Conducted, with the Department of Education, a comprehensive evaluation of the Vocational Rehabilitation School Work Program. These efforts deal with the education and vocational rehabilitation of students with disabilities. Findings of the evaluation were significant and have been integrated into the staff training activities of the two state agencies.
- Collaborated with the Department of Health and Welfare in the process that will lead to a Medicaid Buy-In Plan in Idaho. Idaho Vocational Rehabilitation has been subcontracted funding from H&W to design and conduct a series of employer seminars scheduled for Spring/Summer, 2002. The seminars will concentrate on the employment of people with disabilities and will present training that will be beneficial to employers on this subject.

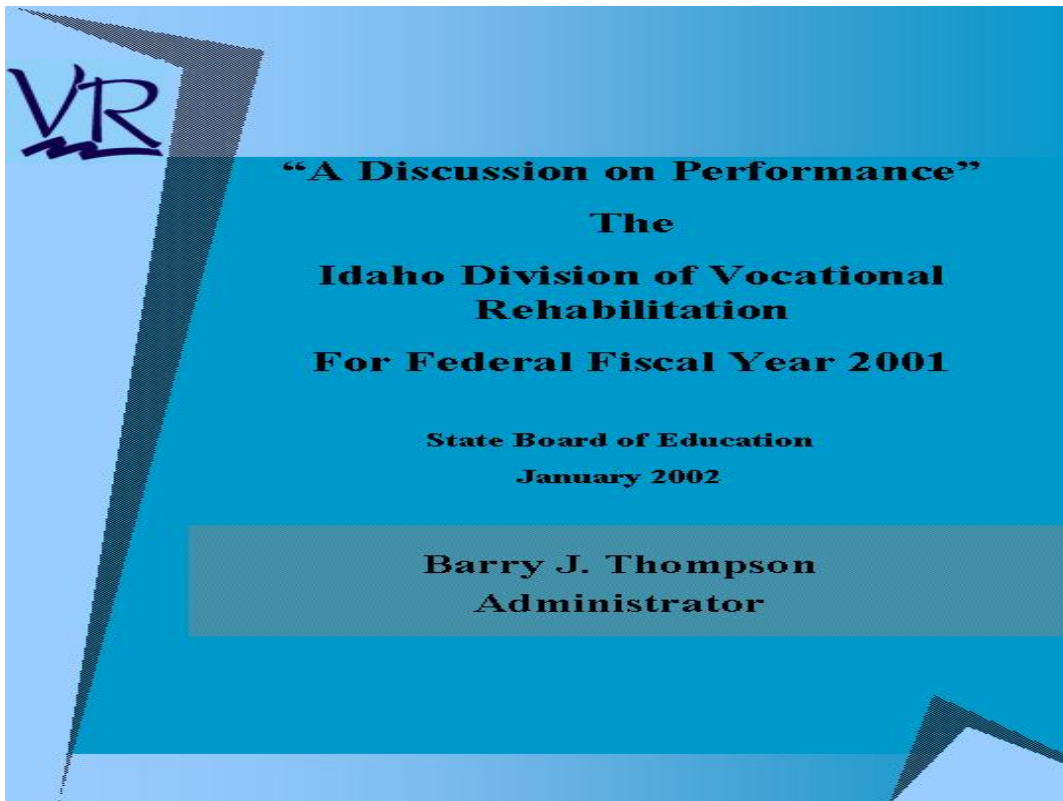


- Participated in a joint effort with the Idaho School for the Deaf & the Blind to provide vocational and transitional services to students graduating to higher education or employment. Recent discussions have explored additional collaboration such as the training of vocational rehabilitation counselors by ISDB staff in deaf culture, etc.
- Are pleased with the amount of partnering that has occurred with public and private entities. In several instances, the sharing of resources and efforts has made possible the achievement of a project. The Department of Labor, Health and Welfare, Adult Correction, Juvenile Corrections, Transportation, and Education, along with school districts, Workforce Development Council, Workforce Investment Boards, have all resulted in outcomes we could not have achieved by ourselves.
- Worked with the Education Committee of the Department of Correction to explore increased integration of the vocational rehabilitation process into inmate release activities. An existing and successful program in Boise may be replicated in other areas through a “pilot” project.
- Received a highly complimentary Annual Performance Review (FY2000-2001) by Region X, Rehabilitation Service Administration, U.S. Department of Education. Positive remarks were received on “best practice” vocational rehabilitation casework, IDVR cooperation in the implementation of the One-Stop service delivery concept, promotion of “client choice” in rehabilitation plans, an exemplary relationship with the State Rehabilitation Council and the Division’s efforts in serving the unserved and underserved populations.
- Took our relationship with the State Rehabilitation Council to a new level. A most productive relationship exists with Council projects of real value being presented to the State Agency. Surveys, program evaluations, town meetings, and materials development have all contributed to the kind of relationship that was envisioned in the Rehabilitation Act.

As one fiscal year ends, another begins with new challenges and opportunities. Idaho DVR has already experienced State General Fund holdbacks totaling 3% because of the slow economy and a major reduction in State revenue. Austere times call for creative approaches to business challenges. Our Division will be there for people with disabilities who wish to become employed and to fully experience all this great nation has to offer.

Sincerely,

Barry J. Thompson  
Administrator





People with disabilities  
constitute the fastest  
growing minority  
population in the  
United States.



## ELIGIBILITY CRITERIA

**An individual who**


(1) *has a physical or mental impairment which constitutes or results in a substantial impediment to employment and requires VR services to prepare for, secure, retain, or regain employment*

**and**

(2) *can benefit in terms of an employment outcome.*

**OR**

*SSI or SSDI recipients who intend to achieve an employment outcome.*




## VR Services for Individuals with Disabilities

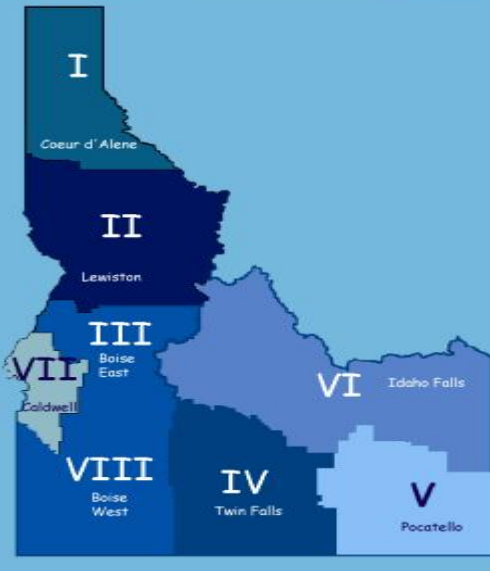
The Idaho Division of Vocational Rehabilitation provides services that assist Idahoans with vocational impediments in securing and maintaining rewarding and productive employment.

**Services to individuals may include:**

- ◆ Evaluation
- ◆ Follow-along
- ◆ Job Development and Placement
- ◆ Medical Assistance
- ◆ Professional Counseling
- ◆ Rehabilitation Technology
- ◆ Tools and Licenses
- ◆ Training
- ◆ Other Goods and Services

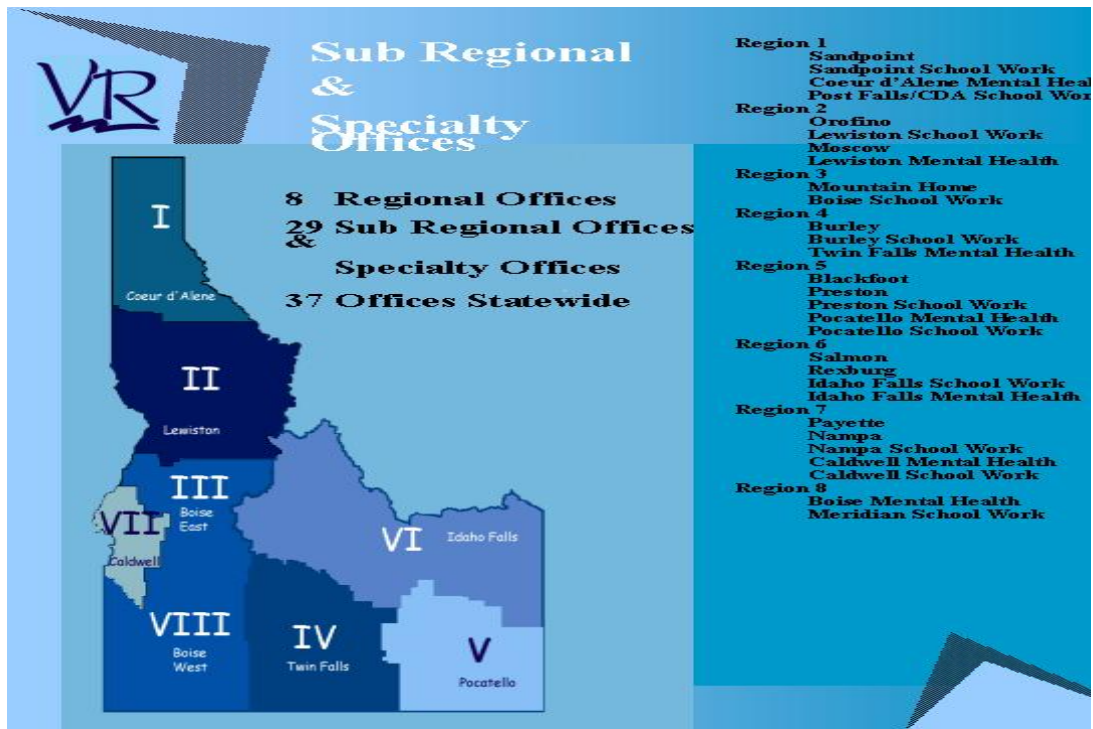


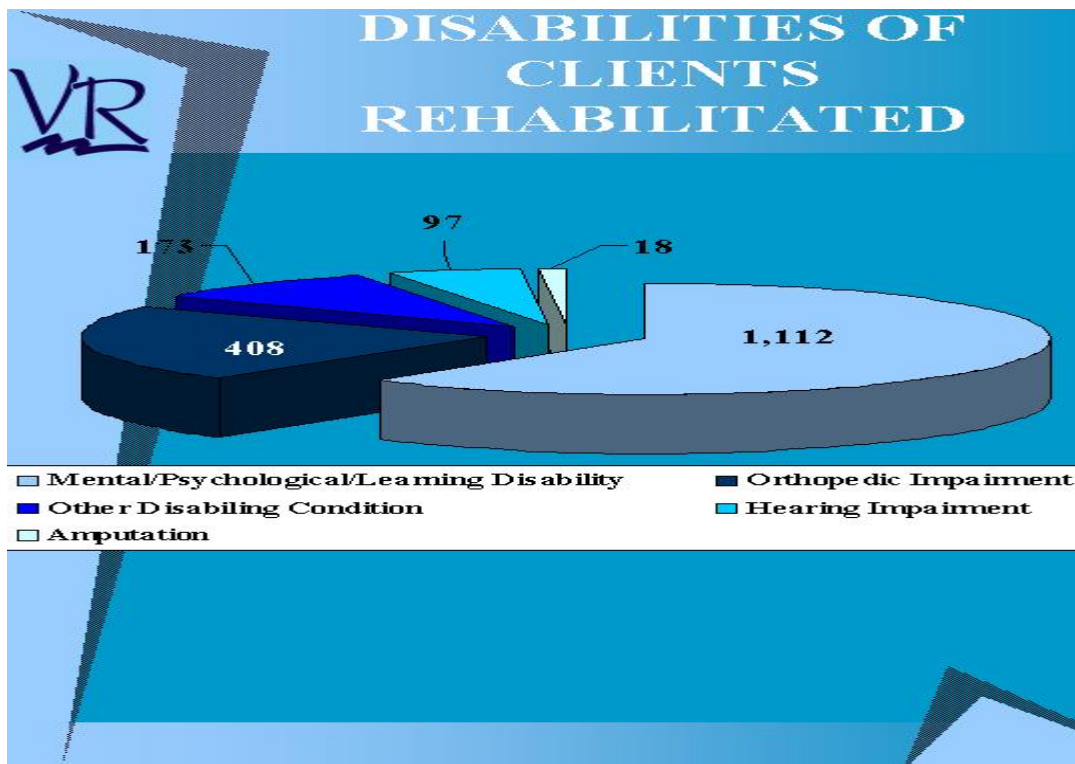
## IDVR by Regions & Regional Office Locations

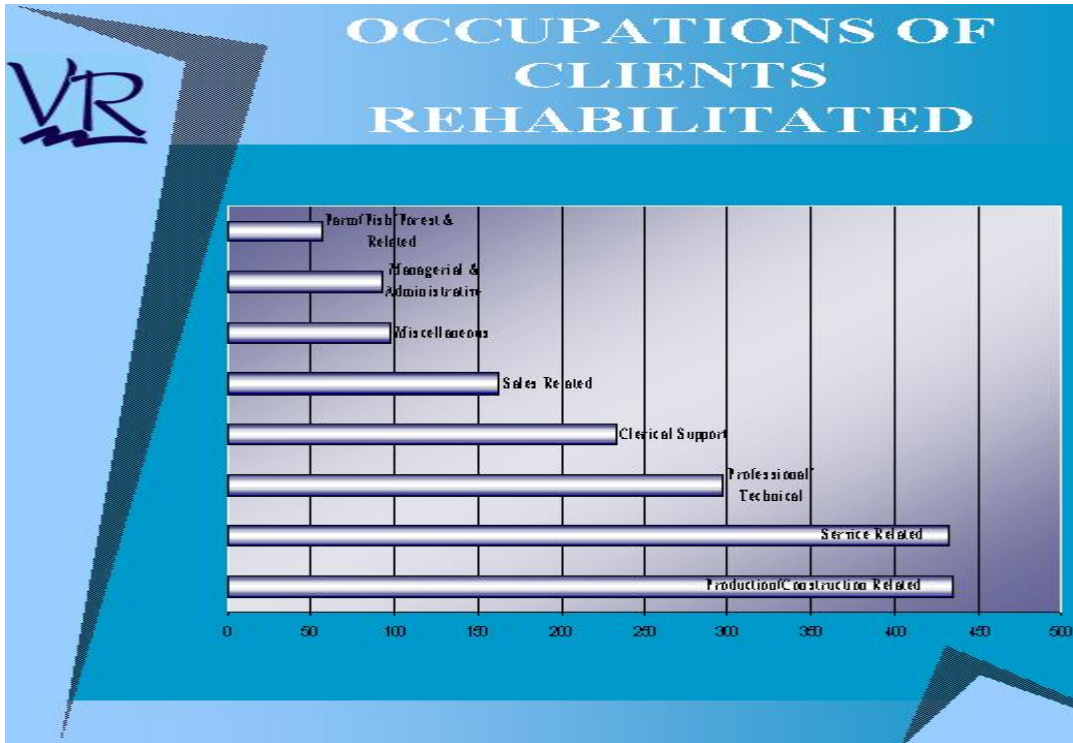


Region	Regional Office Location
I	Coeur d'Alene
II	Lewiston
III	Boise East
IV	Twin Falls
V	Pocatello
VI	Idaho Falls
VII	Caldwell
VIII	Boise West









## GOAL 1: CONTINUALLY IMPROVE THE DIVISION'S PERFORMANCE.

- ◆ **Objective 1:** Maintain services for those with Mental Illness (MI); expand services in the Adult Correction and Juvenile Corrections Programs, and in the School-Work Transition program.
- ◆ **Achievement Status:** IDVR continues to closely monitor our cooperative Mental Illness Rehabilitation program with the Department of Health and Welfare. Last July saw the addition of a new Adult Corrections counselor in our Idaho Falls Office and a new School Work counselor serving the Pocatello area high schools.

**GOAL 1: CONTINUALLY  
IMPROVE  
THE DIVISION'S  
PERFORMANCE.**

- ◆ **Objective 5:** Monitor client employment retention and earnings.
- ◆ **Achievement Status:** At twelve month follow up after successful closure, 82% of rehabilitated clients responding to our employment retention survey indicated they continued to be employed with an average wage of \$8.65 per hour. Clients successfully completing the rehabilitation process experienced an increase in wages of 559% at closure versus earnings reported at the time they initially applied for Vocational Rehabilitation services.

**GOAL 1: CONTINUALLY  
IMPROVE  
THE DIVISION'S  
PERFORMANCE.**

- ◆ **Objective 9:** Improve transportation options to enhance employment opportunities for individuals with disabilities through involvement with the Public Transportation Interagency Working Group (IWG).
- ◆ **Achievement Status:** An IDVR staff member has been delegated the responsibility to attend all meetings of the IWG. This staff member is also a member of the Pocatello Pilot Project with Pocatello Regional Transit with the goal of consolidating transportation systems within a four county area to decrease replication of services and increase transportation options in a centralized location.



## GOAL 2: PURSUE RELEVANT PROGRAM EXPANSION TO MEET CUSTOMER NEEDS.

- ◆ **Objective 1:** Increase the number of School-Work Transition projects throughout the state and insure adequate resources to support the increase.
- ◆ **Achievement Status:** A new School Work office was opened last July serving the Pocatello area high schools.

## GOAL 2: PURSUE RELEVANT PROGRAM EXPANSION TO MEET CUSTOMER NEEDS.

- ◆ **Objective 2:** Increase the number of DJC projects in the state and insure adequate resources to support the increase.
- ◆ **Achievement Status:** Developed and implemented a new cooperative program between Department of Health & Welfare (DHW) and Department of Juvenile Corrections (DJC) to provide Vocational Rehabilitation Services to youth with disabilities. These youth are under the jurisdiction of DJC and were eligible for Independent Living Services through DHW. The program served youth statewide, but with major emphasis for the underserved population in Southeastern Idaho.



## GOAL 2: PURSUE RELEVANT PROGRAM EXPANSION TO MEET CUSTOMER NEEDS.

- ◆ **Objective 3:** Expand the Adult Correction program throughout the state in collaboration with DOC and insure adequate resources to support the expansion.
- ◆ **Achievement Status:** Added new Adult Correction counselor in our Idaho Falls Office.



## GOAL 2: PURSUE RELEVANT PROGRAM EXPANSION TO MEET CUSTOMER NEEDS.

- ◆ **Objective 8:** In cooperation with the Department of Health and Welfare Medicaid Infrastructure Grant, conduct multi-year informational seminars about employment and disability issues.
- ◆ **Achievement Status:** A series of seminars is scheduled to begin this spring and will be coordinated through the State Workforce Development Council and the local Workforce Investment Boards.

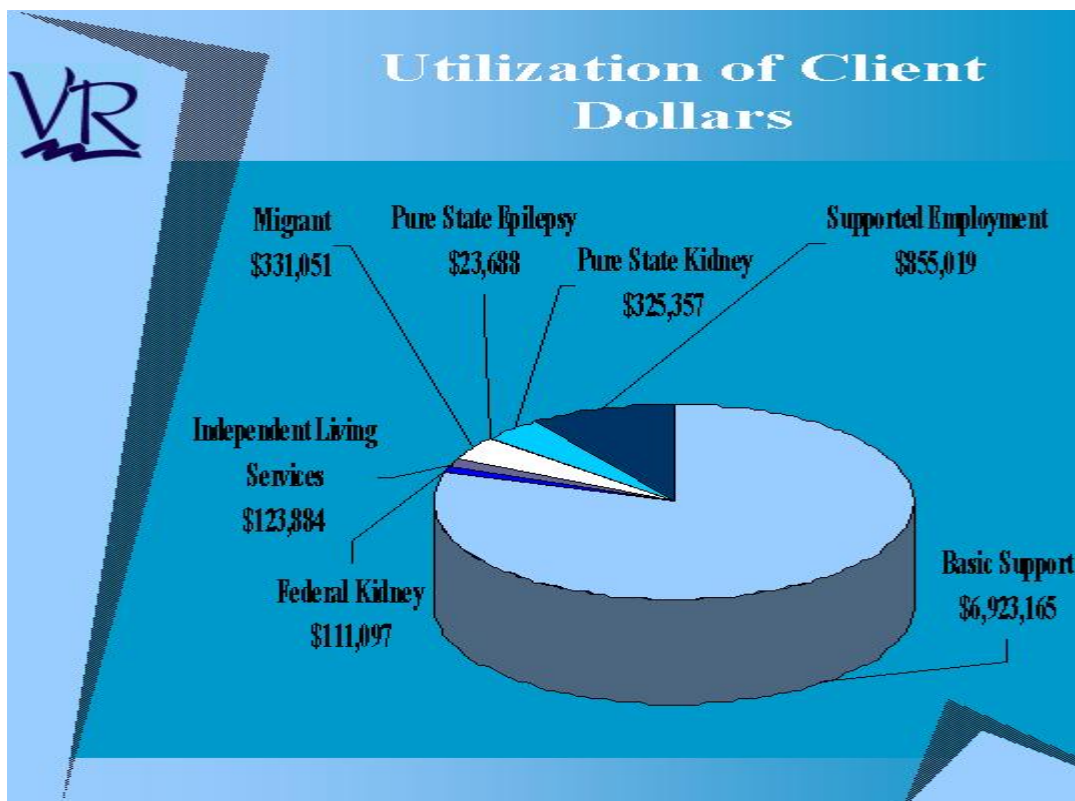
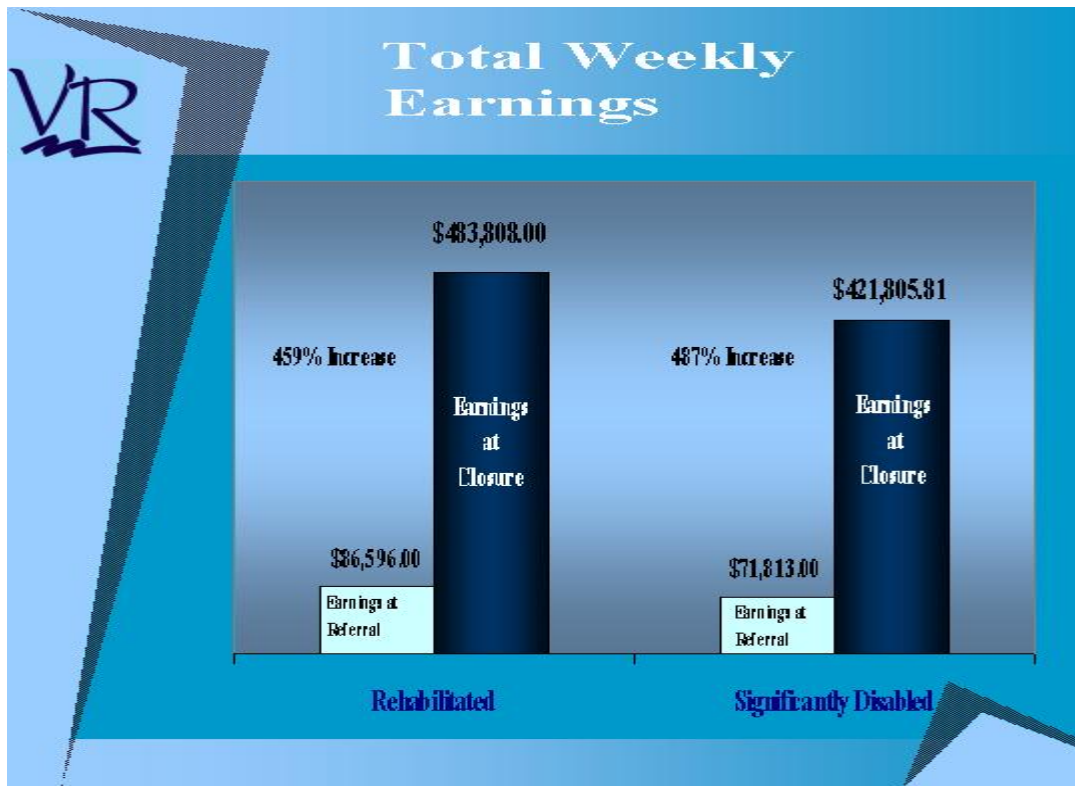
**GOAL 3: ESTABLISH VR AS THE  
PRIMARY SOURCE ON INFORMATION  
RELATING TO VOCATIONAL  
TRAINING, EDUCATION AND  
EMPLOYMENT OF PEOPLE WITH  
DISABILITIES.**

- ◆ **Objectives 1, 2 & 3:** Ensure continued awareness of the value of the Vocational Rehabilitation program with the State Board of Education, the Office of the Governor, State Workforce Development Council, Workforce Investment Boards statewide, and all other entities dealing with Idaho's Workforce.
- ◆ **Achievement Status:** We appreciate the opportunity to appear before this body to brief you on the status of this Division and we seek out all opportunities to advertise the value of VR to workforce development in Idaho.

**GOAL 3: ESTABLISH VR AS THE  
PRIMARY SOURCE ON  
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- ◆ **Objective 5:** Reassess agency needs in rehabilitation specialty areas and reassign Regional Managers, if necessary, based on their areas of expertise in vocational rehabilitation.
- ◆ **Achievement Status:** Assignments change depending on agency needs and we are redefining the other responsibilities. Regional Managers have been given the responsibility in the following areas:
  - Tom Hally – SSA – Ticket to Work
  - Dave Hawkes – Migrant Seasonal Farm Worker
  - Bruce Small – State Kidney Program
  - Darrell Quist - Alternative Hire - DHR







## Money Spent in Idaho Higher Education

❖ BSU	510,452.87
❖ ISU	490,931.93
❖ NIC	132,253.32
❖ LCSC	124,425.16
❖ CSI	113,985.05
❖ U of I	106,609.87
❖ EITC	<u>38,134.39</u>
	\$1,516,792.59



## 2001 COST BENEFIT RATIO

**Each IDVR rehabilitated client  
generates a positive return  
to the Idaho economy through  
increased taxes on higher  
income  
and by reduced public assistance  
payments.**

**This is expressed in a ratio  
of \$2.27 returned per dollar  
invested.**



## **Employment Retention Survey**

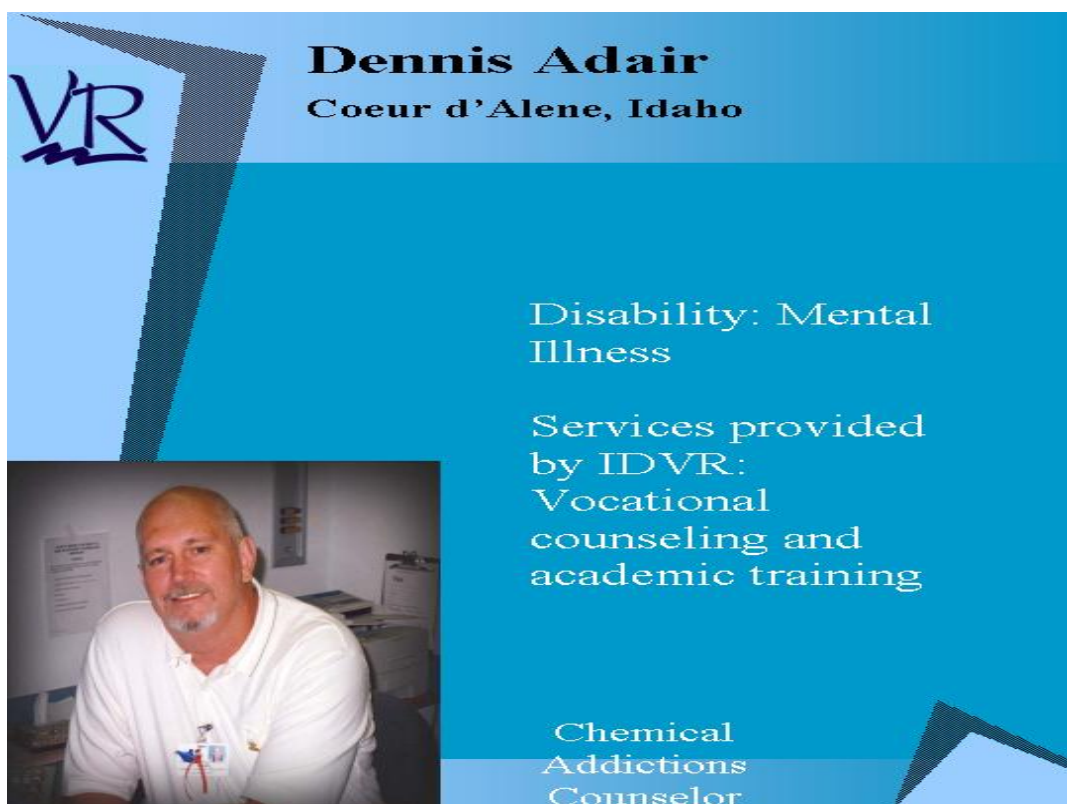
**At twelve month follow up  
after successful closure,  
82% of rehabilitated  
clients responding to the  
survey indicated they  
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with an average wage of  
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## **PARTNERING**

- ❖ **Health & Welfare - Mental Health**
- ❖ **Department of Labor**
- ❖ **Adult Correction**
- ❖ **Juvenile Corrections (DJC-H&W-IDVR)**
- ❖ **School Districts-Transition Projects**
- ❖ **Idaho School for the Deaf & the Blind  
(CSI Transition Project)**
- ❖ **Workforce Development-WIBs in  
Regions  
(Supporting One-Stop Concept)**
- ❖ **Department of Education**
- ❖ **Department of Transportation  
(Interagency Working Group)**







**Pam Jones**  
Orofino, Idaho

Disability: Central I  
Protrusion

Services provided by  
IDVR included  
vocational counseling  
small business  
consulting services,  
and upgraded  
adaptive software.



Web Consulting  
Business



**Amy Bibby**  
Twin Falls, Idaho

Disability: Chronic  
Lung Disease

Services provided  
by IDVR included  
vocational  
counseling, job  
development,  
community based  
work adjustment,  
placement and  
follow- along.

Department Store  
Stock Clerk







## **Lindsay Merritt**

**Boise, Idaho**

Disability:  
Developmental  
Disabilities

Services provided  
by IDVR included  
vocational  
counseling, job site  
development,  
community based  
work adjustment  
and work clothes.



Customer Service  
Representative



## **Lois Murray**

**Boise, Idaho**

Disability: Traumatic  
Brain Injury

Services provided by  
IDVR included  
vocational counseling,  
vocational evaluation,  
Community Supported  
Employment, job  
development and job  
coaching.



Customer Service



**Greg Montgomery**  
Pocatello, Idaho

High School  
Deaf Teacher &  
Coach



Disability: Severe  
Chronic Hearing  
Loss

Services provided by  
IDVR included  
vocational  
counseling, academic  
training, interpreting  
services, notetaker  
and hearing aids.



**Sheryl Denning**  
Idaho Falls, Idaho

Disability:  
Reactive Arthritis,  
a form of Lupus.

Services provided  
by IDVR included  
vocational  
counseling and  
academic training.

Human Resource  
Assistant





**Carmen Shannon**  
Mountain Home, Idaho

Disability: Polio  
Myelitis Syndrome



Services provided by  
IDVR included  
vocational counseling,  
vocational English,  
academic and job  
readiness skills  
training.

Customer Service  
Representative



A Division of the State Board of  
Education

## ***U.S. Department of Education Applauds Division Performance***

The Idaho Division of Vocational Rehabilitation has just received the final report of our Annual Administrative and Financial Review performed by staff from the Rehabilitation Services Administration, U.S. Department of Education. The report was clean and most complimentary of your Division of Vocational Rehabilitation. Report comments have been lifted and are provided for your information.

“IDVR is a leader in innovative ideas and techniques intended to increase and improve vocational outcomes of people with disabilities.”

“Your agency’s ability to internally analyze and adjust to meet the challenges of assisting people with disabilities become employed is commendable.”

“Congratulations on the agency’s increased number of successful rehabilitations.”

“Cases were identified that can be considered for “best practice” models. Counselors in these instances used their skills and training effectively and provided substantive services to assist persons with the most significant disabilities gain employment.”

“The relationship between the VR and Workforce Investment (WFI) partners was another area of review, discussion, and evaluation. Idaho VR has had a long relationship with its WFI partners – long before the passage of the Workforce Investment Act because service agencies in small communities rely on one another to more effectively manage resources, both fiscal and human, to reach and serve people.”

“IDVR is an agency that operates effectively and efficiently and is committed to working with people with disabilities and to assisting them become employed.”

The Division's Strategic Plan is its guiding force in working toward the achievement of the goals we have set. While the complete Strategic Plan has been included as a part of this document, we would like to highlight several areas of accomplishment the Division has achieved this year.

## **GOAL 1: CONTINUALLY IMPROVE THE DIVISION'S PERFORMANCE.**

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**GOAL 3: ESTABLISH VR AS THE PRIMARY SOURCE ON INFORMATION RELATING TO VOCATIONAL TRAINING, EDUCATION AND EMPLOYMENT OF PEOPLE WITH DISABILITIES.**

**Objectives 1, 2 & 3:** Ensure continued awareness of the value of the Vocational Rehabilitation program with the State Board of Education, the Office of the Governor, State Workforce Development Council, Workforce Investment Boards statewide, and all other entities dealing with Idaho's Workforce.

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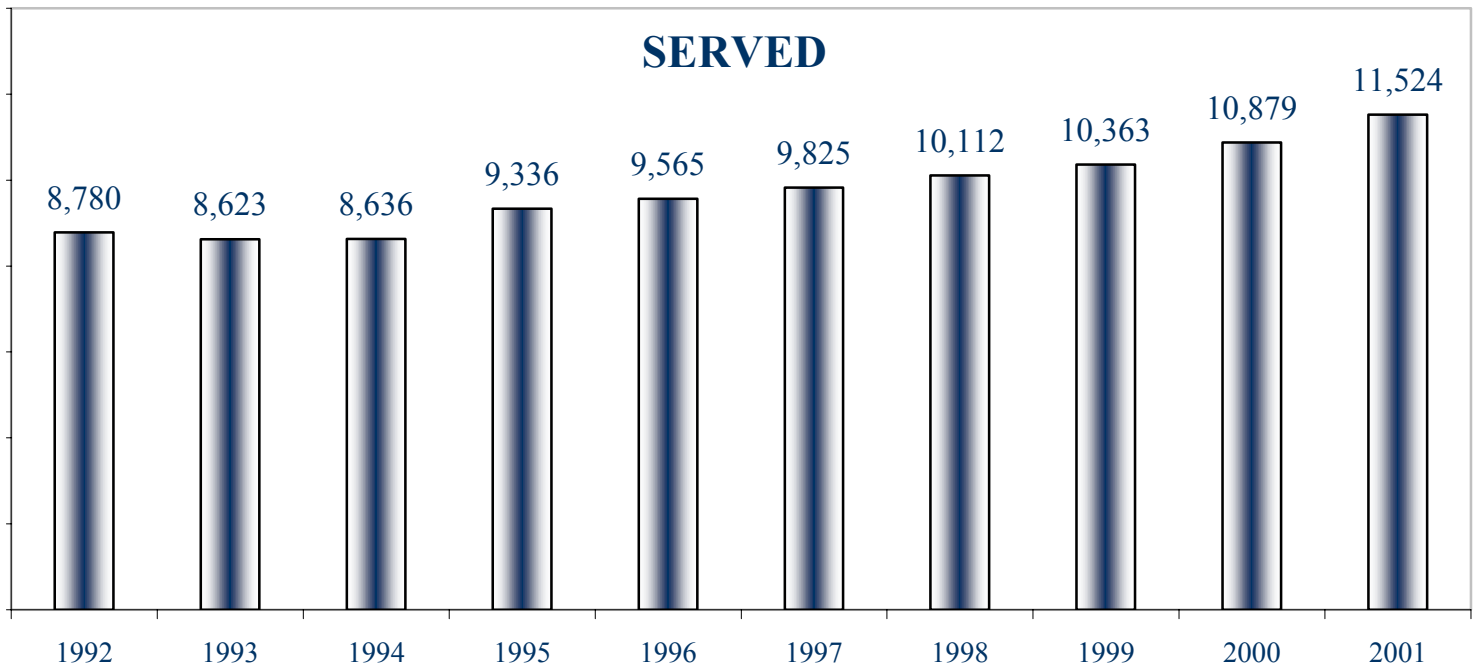
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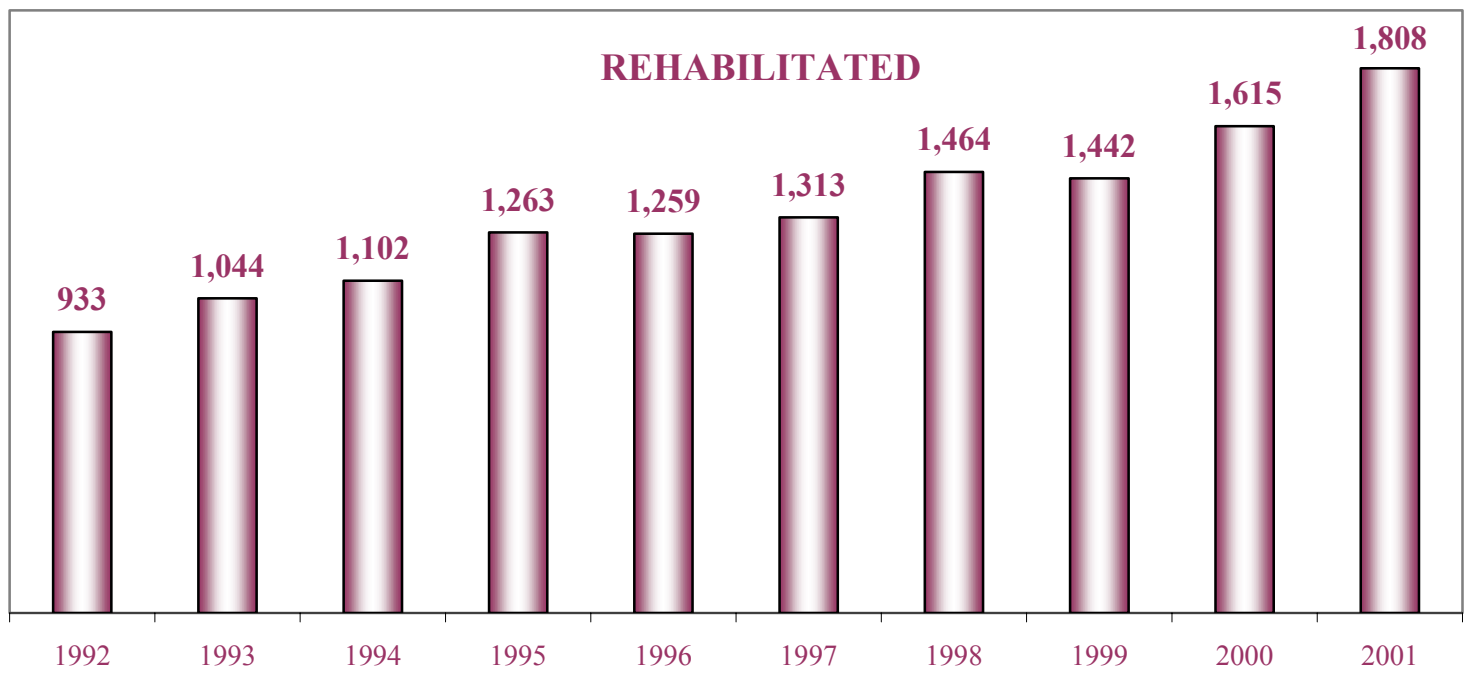
Tom Hally – SSA – Ticket to Work  
Dave Hawkes – Migrant Seasonal Farm Worker  
Bruce Small – State Kidney Program  
Darrell Quist - Alternative Hire - DHR

## ***Division Impact***

### **SERVED**

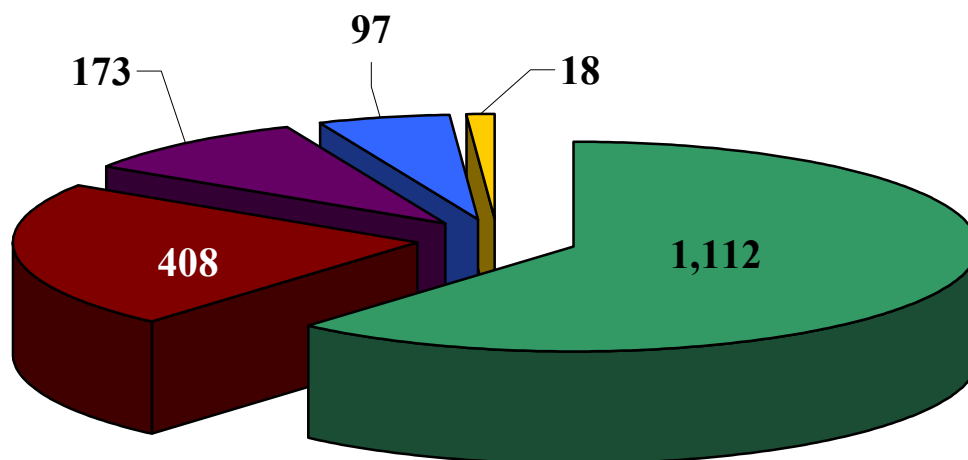


### **REHABILITATED**

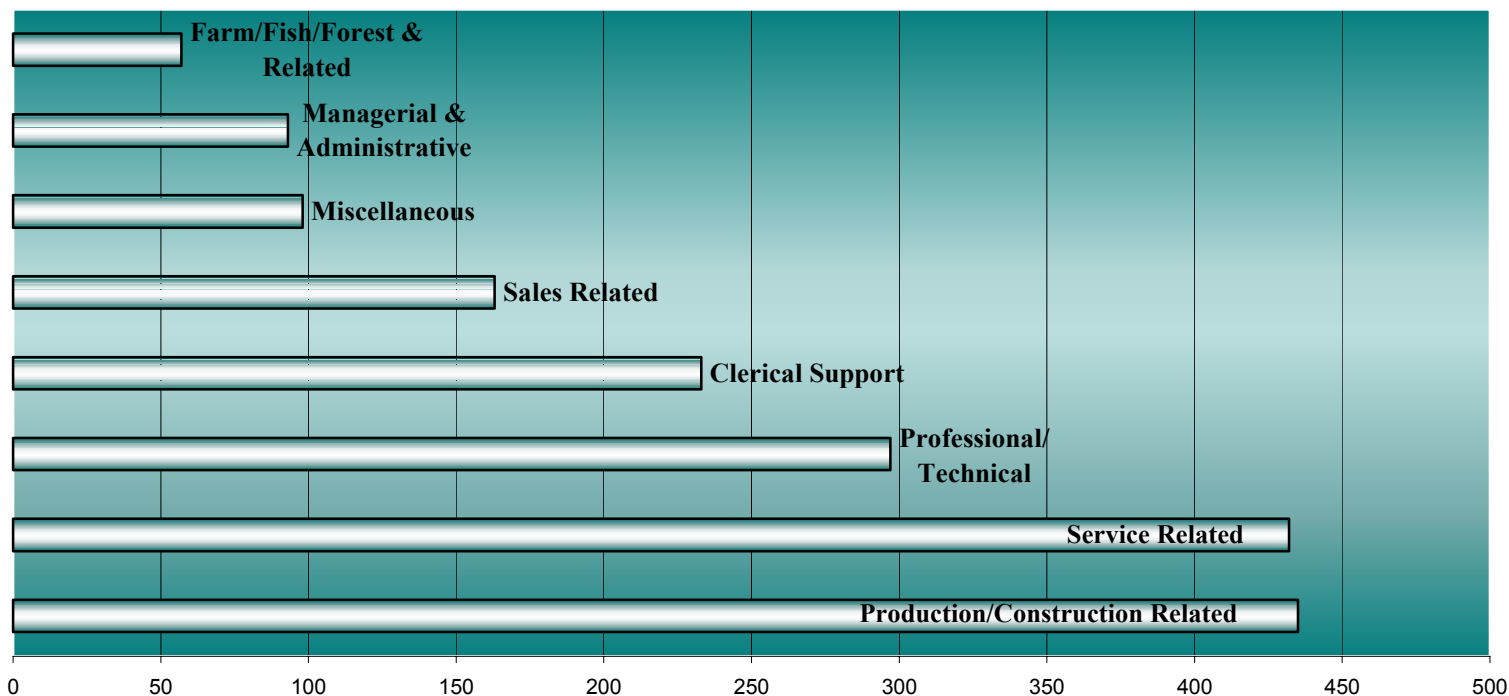




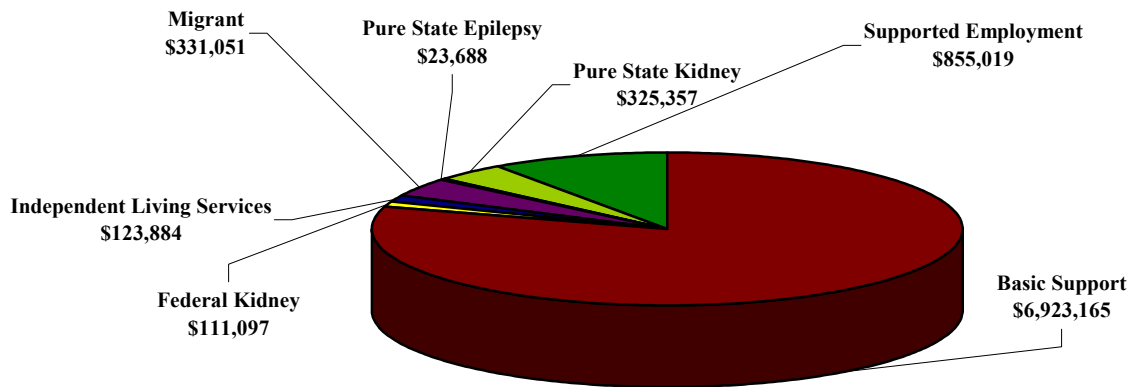
## *Disabilities of Clients Rehabilitated*



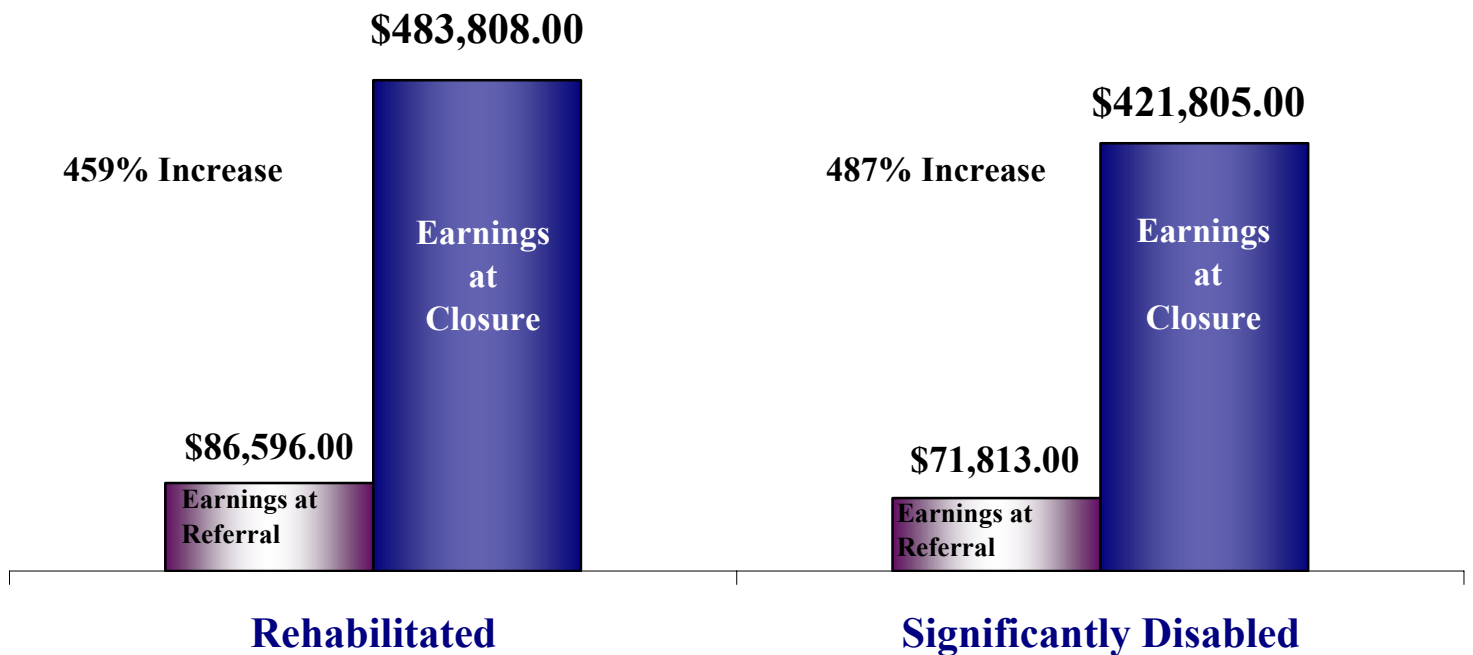
## *Occupations of Clients Rehabilitated*



## Utilization of Client Dollars



## Total Weekly Earnings



## ***2001 Cost Benefit Ratio***

A positive return to the Idaho economy is experienced by each IDVR rehabilitated client through increased taxes on higher income and by reduced public assistance payments. This is expressed in a ratio of \$2.27 returned per dollar invested.

## ***Employment Retention Survey***

At twelve month follow up after successful closure, 82% of rehabilitated clients responding to our survey indicated they continued to be employed with an average wage of \$8.65 per hour.

## ***Partnering***

- Health & Welfare – Mental Health
- Department of Labor
- Adult Correction
- Juvenile Corrections (DJC-H&W-IDVR)
- School Districts – Transition Projects
- Idaho School for the Deaf & the Blind (CSI Transition Project)
- Workforce Development – WIBs in Regions
  - (Supporting One-Stop Concept)
- Department of Education
- Department of Transportation
  - (Interagency Working Group)

## ***Money Spent in Idaho Higher Education***

BSU	510,452.87
ISU	490,931.93
NIC	132,253.32
LCSC	124,425.16
CSI	113,985.05
U of I	106,609.87
EITC	38,134.39
TOTAL	\$1,516,792.59

## *Strategic Plan – Goals & Objectives*

### **GOALS 2001-2005**

- ❖ Continually improve the Division's performance.
- ❖ Pursue relevant program expansion to meet customer needs.
- ❖ Establish VR as the primary source of information relating to vocational training, education and employment of people with disabilities.

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#### **GOAL 1:**

**Continually improve the Division's performance.**

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<b>OBJECTIVE 1</b>	<b>DEADLINE</b>
Maintain services for those with Mental Illness (MI); expand services in the Adult Correction and Juvenile Corrections Programs, and in the School-Work Transition program.  <b>Measurement Criteria:</b> Conduct evaluations of these four programs and utilize results for continuous improvement. Assess the needs of VR counselors who serve school districts on an itinerant basis.	2001 - 2004

<b>OBJECTIVE 2</b>	<b>DEADLINE</b>
Focus on recruitment, training and retention of qualified staff.  <b>Measurement Criteria:</b> Maintain a stable workforce of skilled and qualified vocational rehabilitation counselors, experience low turnover and maintain adequate numbers of new applications.	Ongoing



<b>OBJECTIVE 3</b>	<b>DEADLINE</b>
Seek revenue enhancement opportunities for the MSFW program. <b>Measurement Criteria:</b> Identify revenue sources.	2002

<b>OBJECTIVE 4</b>	<b>DEADLINE</b>
Continued emphasis on serving individuals from minority backgrounds. <b>Measurement Criteria:</b> Periodic monitoring of the service rate of all individuals with disabilities from minority backgrounds as compared to the service rate for the general population based on Federal Performance Indicators (.80).	Ongoing

<b>OBJECTIVE 5</b>	<b>DEADLINE</b>
Monitor client employment retention and earnings. <b>Measurement Criteria:</b> Obtain a 75% employment retention rate of individuals rehabilitated into competitive employment and earning at least minimum wage.	Ongoing

<b>OBJECTIVE 6</b>	<b>DEADLINE</b>
Embrace current technological advancements through acquisition, knowledge and utilization of state-of-the-art software and equipment. <b>Measurement Criteria:</b> Utilize technical information available through professional contacts such as ITRMC and Alliance as resources.	Ongoing

<b>OBJECTIVE 7</b>	<b>DEADLINE</b>
Investigate strategies for expediting the vocational rehabilitation process. <b>Measurement Criteria:</b> Form a taskforce to study the process and develop an action plan.	2002 - 2003

<b>OBJECTIVE 8</b>	<b>DEADLINE</b>
<p>Examine existing rural rehabilitation service delivery system statewide and identify areas for potential improvement.</p> <p><b>Measurement Criteria:</b> Research rural rehabilitation service delivery strategies. Assess the possible repositioning of sub-offices, using updated census data.</p>	2002 - 2005

<b>OBJECTIVE 9</b>	<b>DEADLINE</b>
<p>Improve transportation options to enhance employment opportunities for individuals with disabilities through involvement with the Public Transportation Interagency Working Group (IWG).</p> <p><b>Measurement Criteria:</b> Attend meetings of the IWG and serve on sub-committees to better address VR client transportation needs.</p>	2001 - 2005

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## **GOAL 2:**

**Pursue relevant program expansion to meet customer needs.**

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<b>OBJECTIVE 1</b>	<b>DEADLINE</b>
<p>Increase the number of School-Work Transition projects throughout the state and insure adequate resources to support the increase.</p> <p><b>Measurement Criteria:</b> Implement School-Work Transition projects in Regions III, V, &amp; VIII.</p>	2002 - 2005

<b>OBJECTIVE 2</b>	<b>DEADLINE</b>
<p>Increase the number of DJC projects in the state and insure adequate resources to support the increase.</p>	2003 - 2005

<b>Measurement Criteria:</b> Implement a Juvenile Corrections project in Regions I/II.	
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<b>OBJECTIVE 3</b>	<b>DEADLINE</b>
Expand the Adult Correction program throughout the state in collaboration with DOC and insure adequate resources to support the expansion. <b>Measurement Criteria:</b> Increase the number of projects statewide based on DOC data.	2001 - 2005

<b>OBJECTIVE 4</b>	<b>DEADLINE</b>
Finalize the implementation of Gemini and Famis statewide. <b>Measurement Criteria:</b> Develop evaluation instruments to assess the overall effectiveness of these programs in terms of staffing, process and policy to insure maximum efficiency and effectiveness.	2003

<b>OBJECTIVE 5</b>	<b>DEADLINE</b>
Investigate the rehabilitation needs of Idaho's aging, with disabilities population. <b>Measurement Criteria:</b> Initiate discussions between IDVR and the Commission on Aging and evaluate needs.	2003

<b>OBJECTIVE 6</b>	<b>DEADLINE</b>
Assess the availability and usage of Assistive Technology resources statewide to determine whether these are meeting VR staff and client needs and develop strategies for doing so, if appropriate. <b>Measurement Criteria:</b> Provide training and increased availability of Assistive Technology to VR staff.	2003

<b>OBJECTIVE 7</b>	<b>DEADLINE</b>
Investigate the basic knowledge of VR staff of SSA/Ticket To Work and identify possible resources to assist them in becoming more knowledgeable.  <b>Measurement Criteria:</b> Provide training through identified resources to VR staff to increase their basic knowledge of SSA/Ticket To Work and proposed usage.	2003

<b>OBJECTIVE 8</b>	<b>DEADLINE</b>
In cooperation with the Department of Health and Welfare Medicaid Infrastructure Grant, conduct multi-year informational seminars about employment and disability issues.  <b>Measurement Criteria:</b> Conduct three seminars per year in major and minor population centers in the State.	2002 - 2005

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### **GOAL 3:**

**Establish VR as the primary source on information relating to vocational training, education and employment of people with disabilities.**

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<b>OBJECTIVE 1</b>	<b>DEADLINE</b>
Ensure continued awareness of the value of the Vocational Rehabilitation program with the State Board of Education.  <b>Measurement Criteria:</b> Provide presentations to the State Board of Education, solicit feedback from their Executive Director and educate new board members.	Ongoing

<b>OBJECTIVE 2</b>	<b>DEADLINE</b>
Increase the awareness of the Office of the Governor and the Workforce	Ongoing

Development Council of the value of IDVR's participation in Idaho Works One-Stops with regards to serving persons with disabilities.  <b>Measurement Criteria:</b> Promote a mutual public relations venture targeting services provided to Idaho's disabled population.	
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<b>OBJECTIVE 3</b>	<b>DEADLINE</b>
Strengthen the relationship with the State Workforce Development Council, Regional WIBs, and One Stops.  <b>Measurement Criteria:</b> Regular attendance at meetings, maintaining two-way communication, and soliciting feedback.	Ongoing

<b>OBJECTIVE 4</b>	<b>DEADLINE</b>
Re-evaluate the Division's Marketing Plan for relevance and value.  <b>Measurement Criteria:</b> Institute a new operational plan based on current needs.	2003

<b>OBJECTIVE 5</b>	<b>DEADLINE</b>
Reassess agency needs in rehabilitation specialty areas and reassign Regional Managers, if necessary, based on their areas of expertise in vocational rehabilitation.  <b>Measurement Criteria:</b> Regional Managers will provide presentations on these topics to the SRC, VR staff, and other members of the management team.	2002

<b>OBJECTIVE 6</b>	<b>DEADLINE</b>
Secure revenue enhancement opportunities for recruitment, training and retention of qualified staff.  <b>Measurement Criteria:</b> Seek enhancement to the budget, pursue grant opportunities and collaborate with other agencies to develop shared projects.	Ongoing



OBJECTIVE 7	DEADLINE
<p>Continue to support SRC's efforts in conducting studies and surveys.</p> <p><b>Measurement Criteria:</b> Assist in conducting surveys, i.e., employer, client, and employee satisfaction surveys as well as multi-year needs assessment surveys.</p>	2002 - 2005